

2016 Annual Provider Office Satisfaction Survey



	% of responses that Strongly Agreed or Agreed
Customer Service calls are answered in person by the fourth ring	53.7%
Customer service voice message are returned within one business day	61.4%
Customer Service staff are knowledgeable and courteous	76.8%
The website contains useful information	76.8%
The website clearly defines which procedures need prior authorization	53.7%
Claims are processed accurately	69.1%
Claims are processed in a timely manner	61.4%
Remittance Advice statements are easy to read and understand	61.4%
The Provider Dispute Resolution (PDR) process is easy to understand	46.1%
PDRs are processed on a timely basis	61.5%
Authorization forms are easy to complete and understand	61.4%
Requests for additional information on authorization requests are logical and medically relevant	69.1%
Denied and modified authorizations requests include an understandable explanation of the policy or benefit used to make the decision	69.2%
Patients referred to the Diabetes Education Program have benefitted from that education	38.3%
How often do you visit our website?	
Daily/Monthly/Quarterly	61.4%
Annually	23.0%
What was/is your primary reason for visiting our website?	
Seeking company information	8.3%
Seeking program/project/contact information	25.0%
Verifying eligibility	16.6%
Obtaining authorization status	8.3%
Obtaining claim status	25.0%
Which of the following are true?	
You were able to find exactly what you were looking for	50.0%
You were able to find a part of what you were looking for	41.6%
You were able to find something better than what you were looking for	16.6%
You were not able to find what you were looking for	0.0%
You had no specific agenda in mind when you visited	16.6%
Please rate the following attributes of our website (scale from 1-5)	
Design/Layout	3.2
Ease of navigation	3.1
Accuracy of information	3.8
Quality of content	3.7
Amount of content/content met your needs	3.4
Customer Support	3.6